

Figure 1

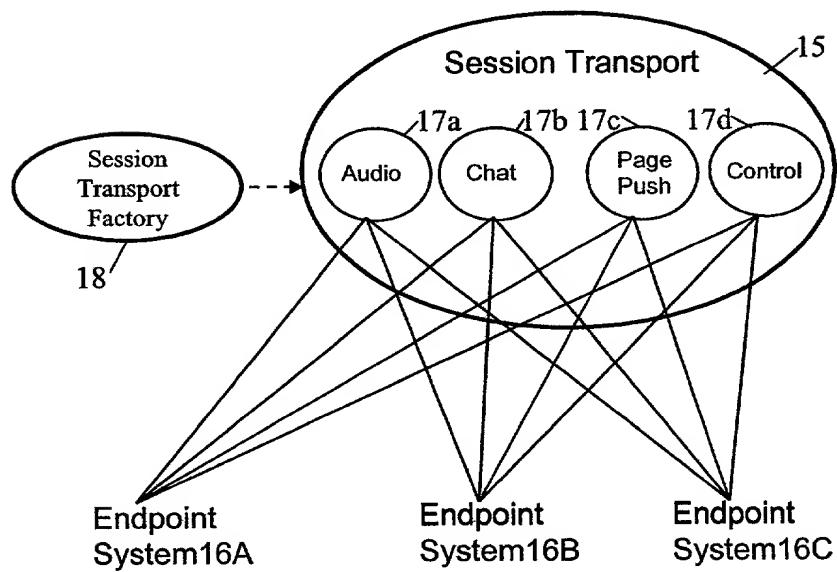


Figure 2

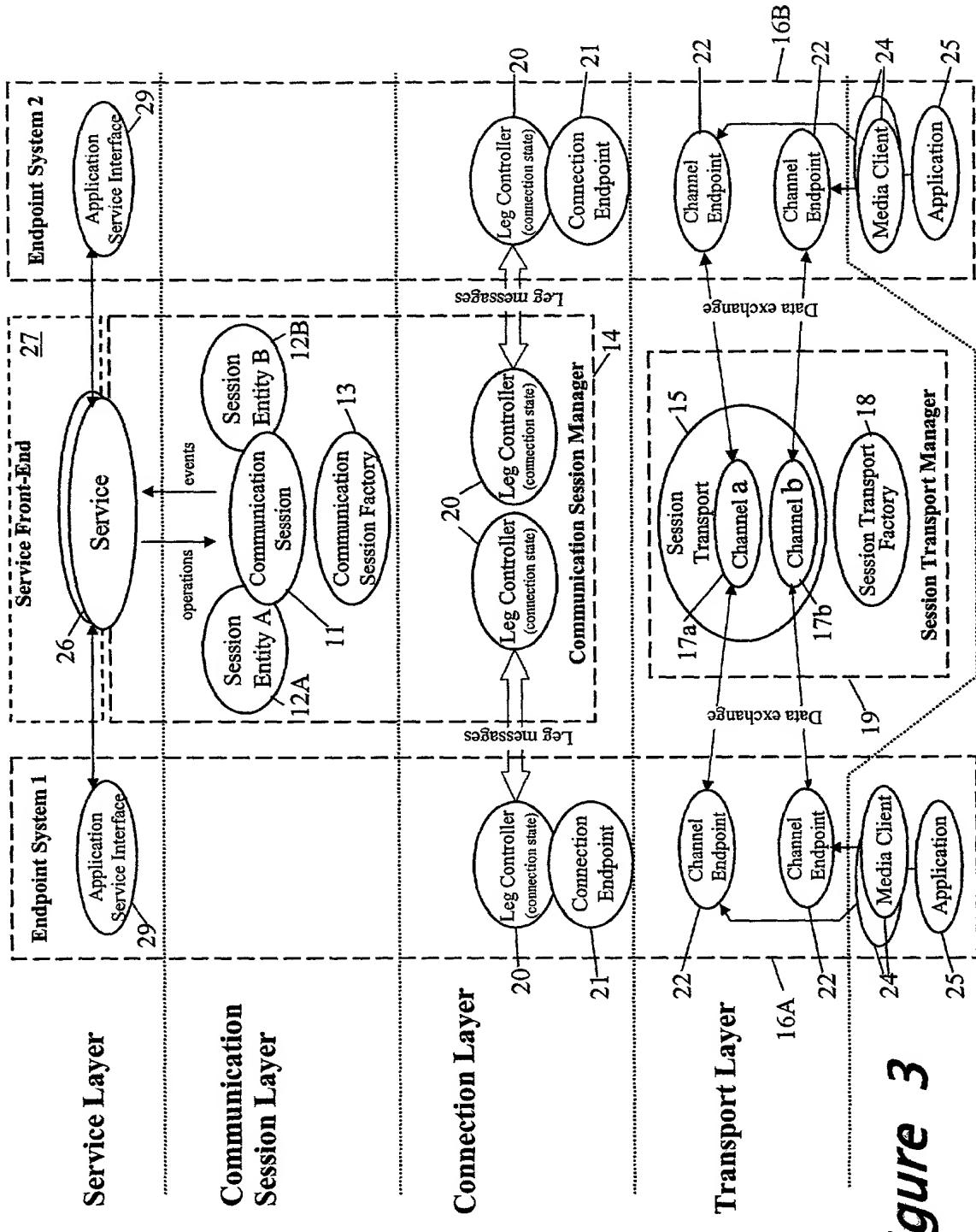


Figure 3

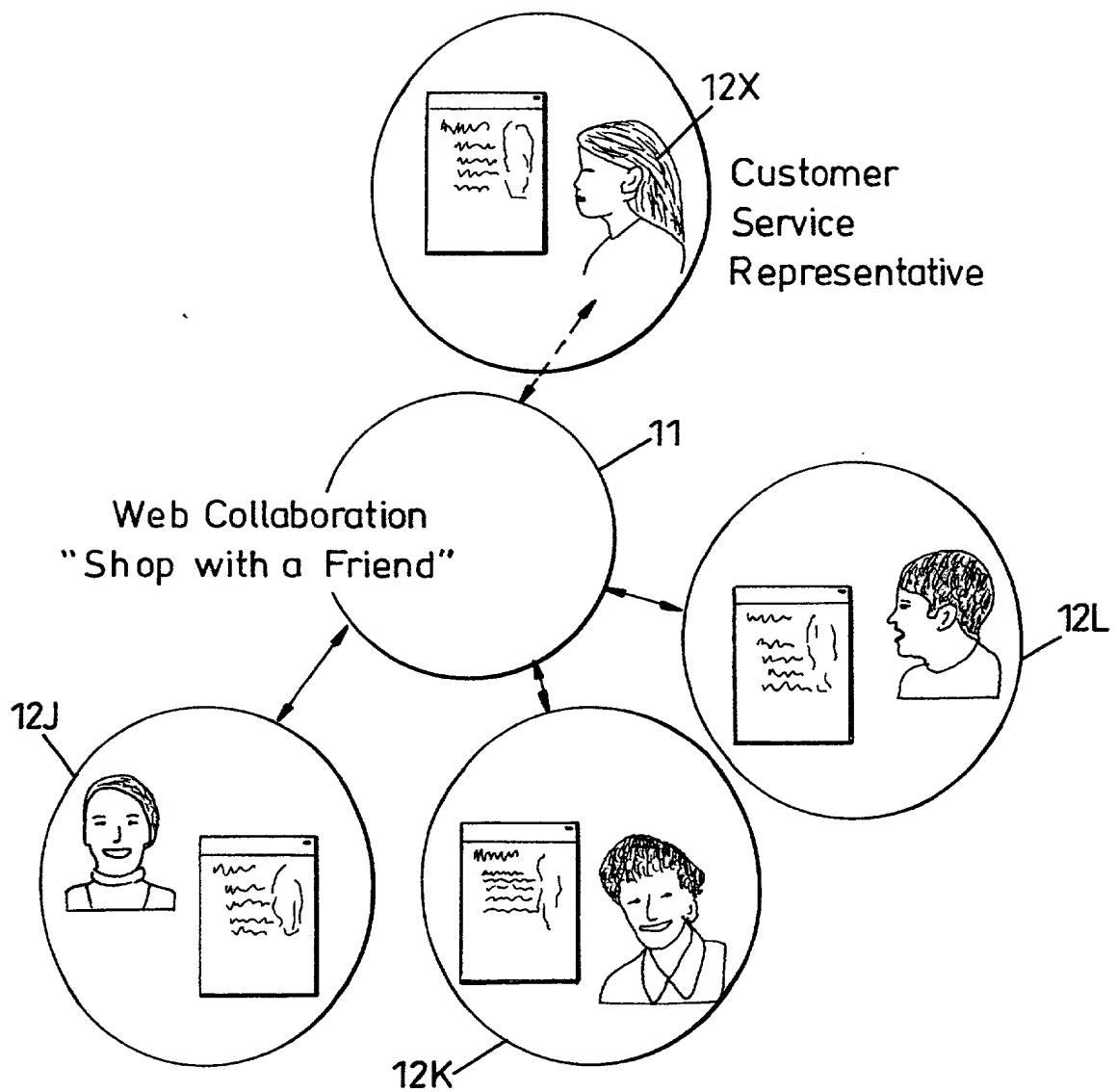


Fig. 4

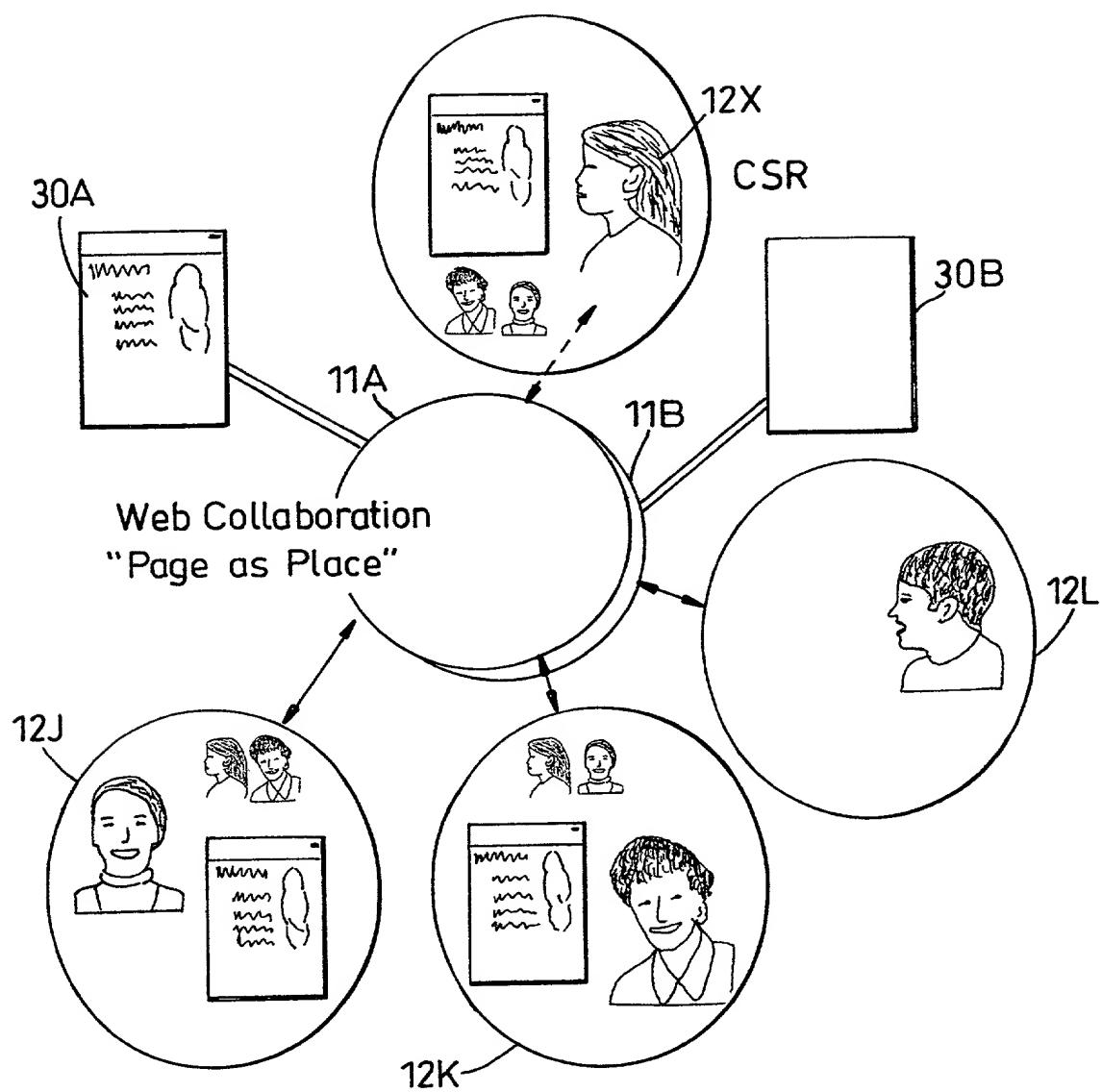
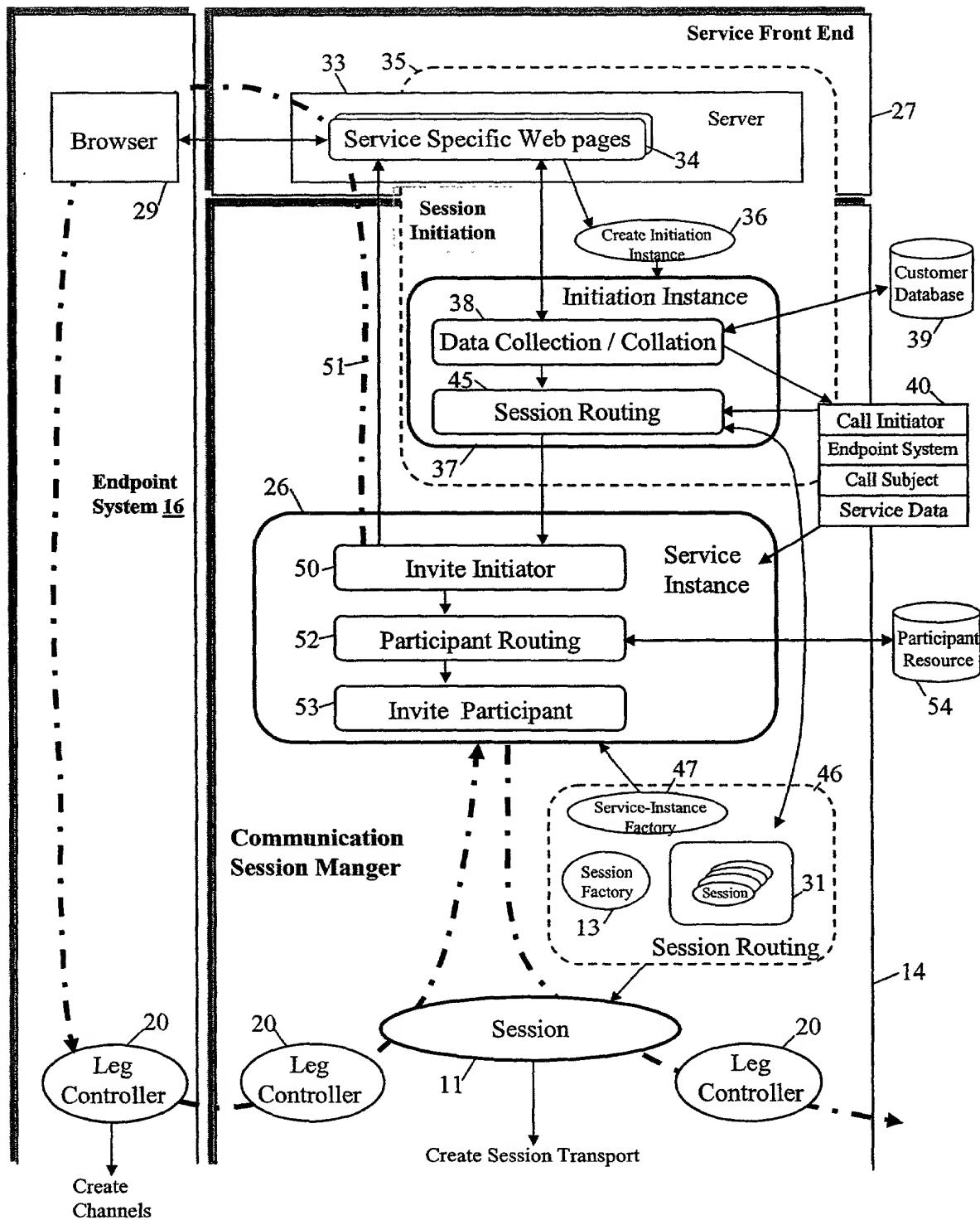


Fig. 5



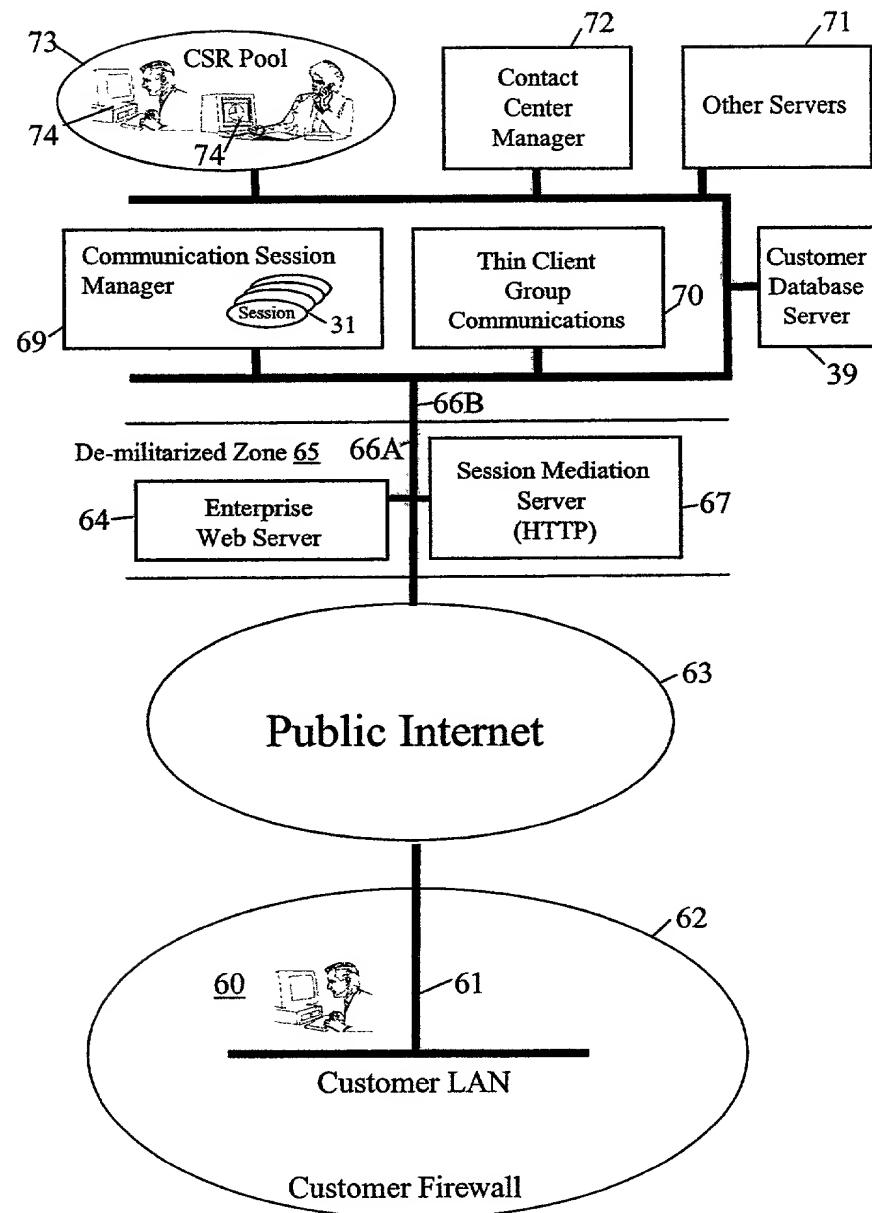


Figure 7

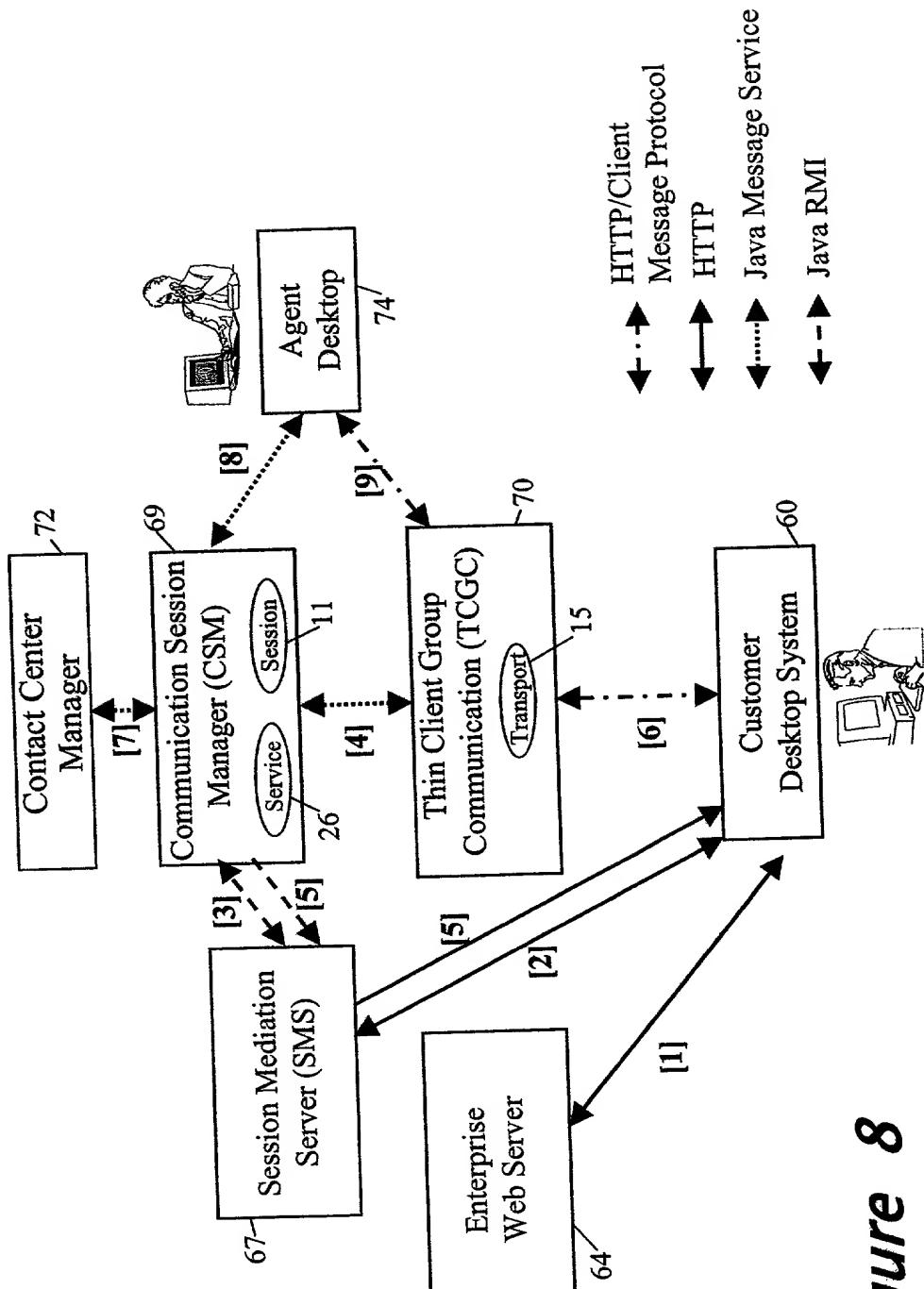


Figure 8

下篇

8

ICC Call Control

Call ID Priority Campaign Customer Name Media Status
45 -1 Hoovers cust 478550911 Fred Bloggs Answered 82

ICC Chat - English
General Phrases-Hoovers

Welcome Agent Joe You are now on-line
Fred is here
Agent Joe says: Hi, how can I help you?
Fred says: Tell me about HP

Agent Page Push - Microsoft Internet Explorer

File Edit View Go Favorites Help
Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail
Address:

SEARCH ASSISTANCE
Company Information
Year 2000 Program

United States

▼ Highlights

Select Another Country
United States Go

Drivers

Solutions for:
 E-services Home & Home Office
 Small Business Developers

Privacy Statement Use of this site indicates you accept the terms of use
87

Common Bookmarks Hoovers

Input text below and press RETURN

ICC Page Push - English

Type URL below and press PUSH 86

Push

Restart browser

<http://www.hp.com/>

Local Intranet Zone [Mixed]

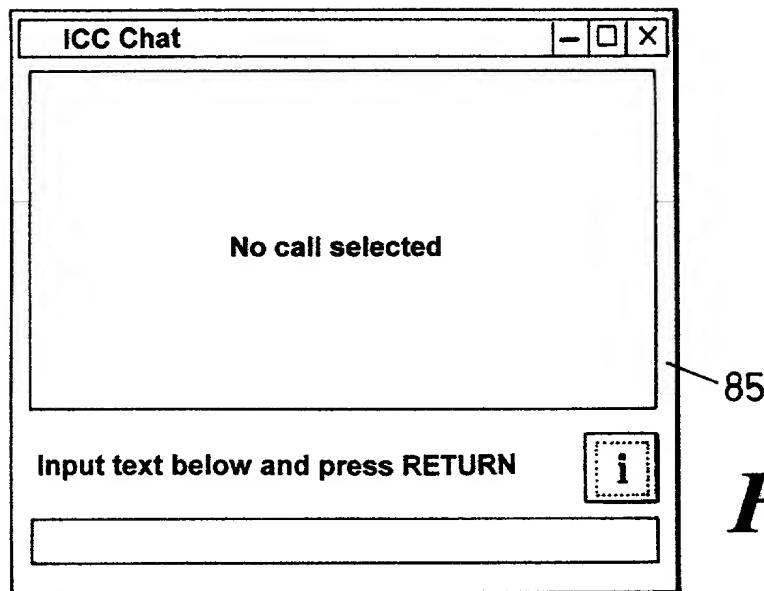
83

Fig. 9

三

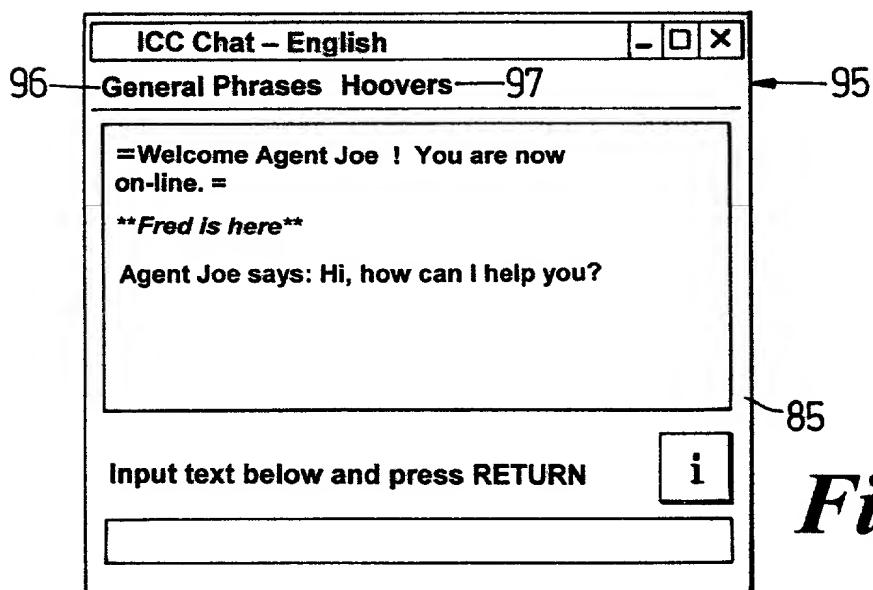
87

188



85

Fig. 10

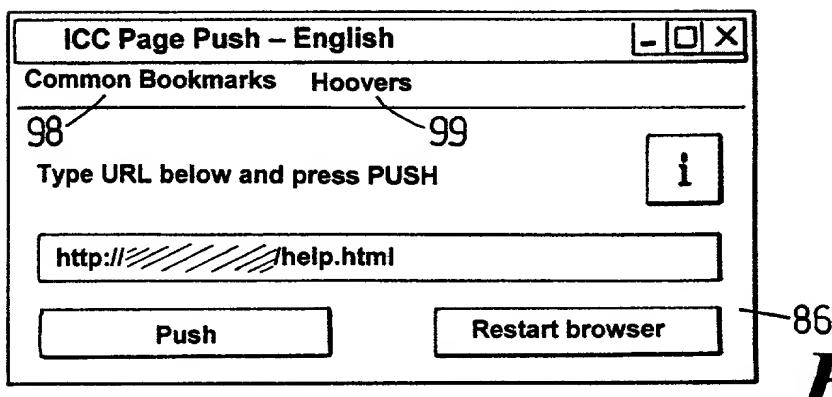


96

95

85

Fig. 11



98

99

86

Fig. 12

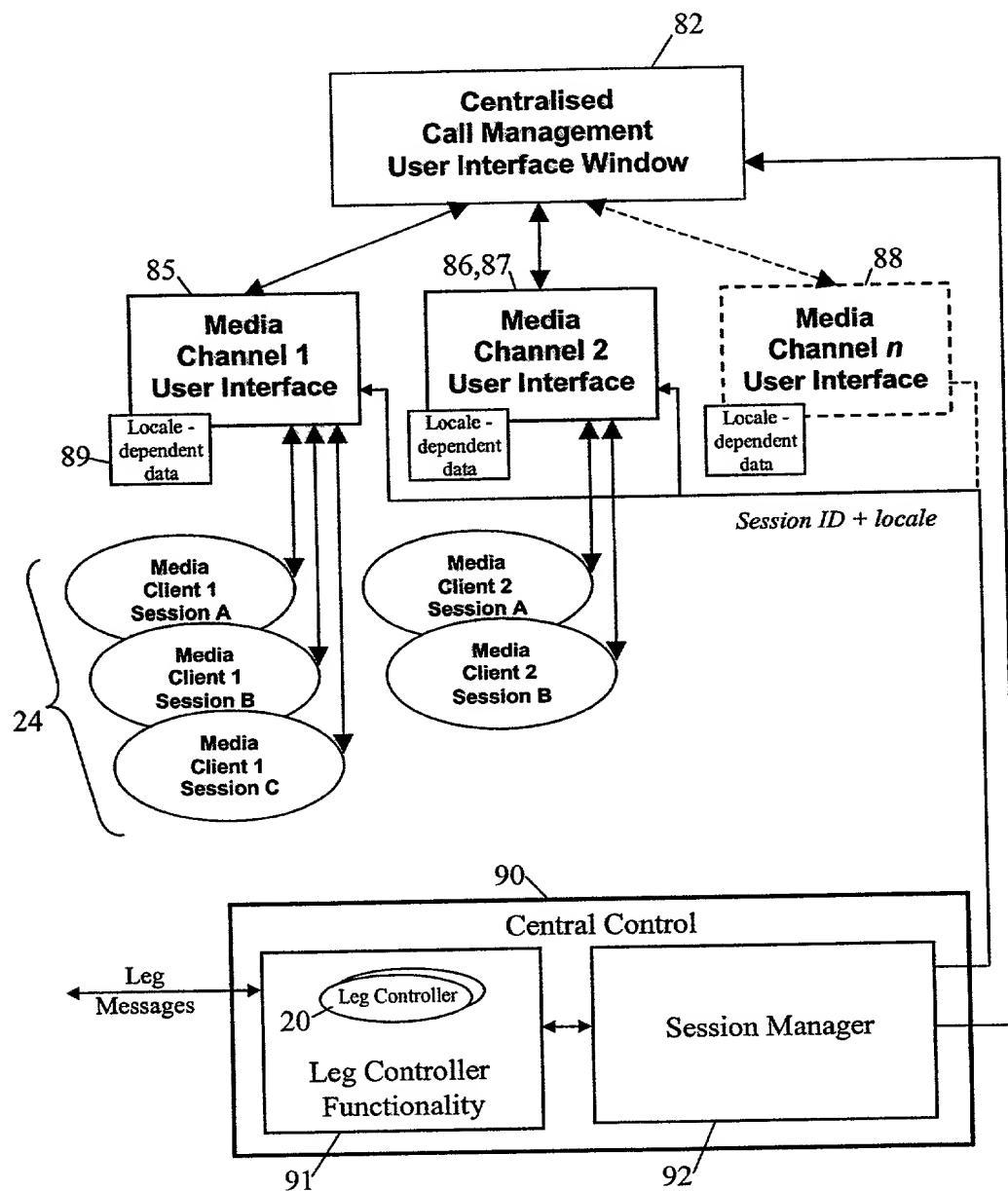


Figure 13

FIGURE 14

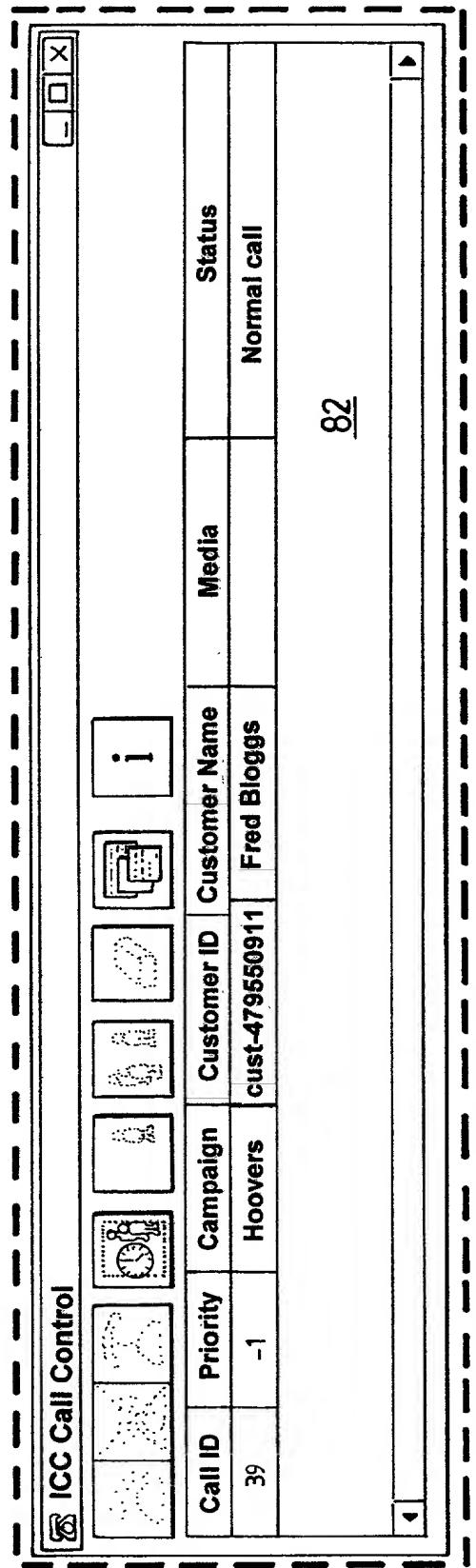


Fig. 14

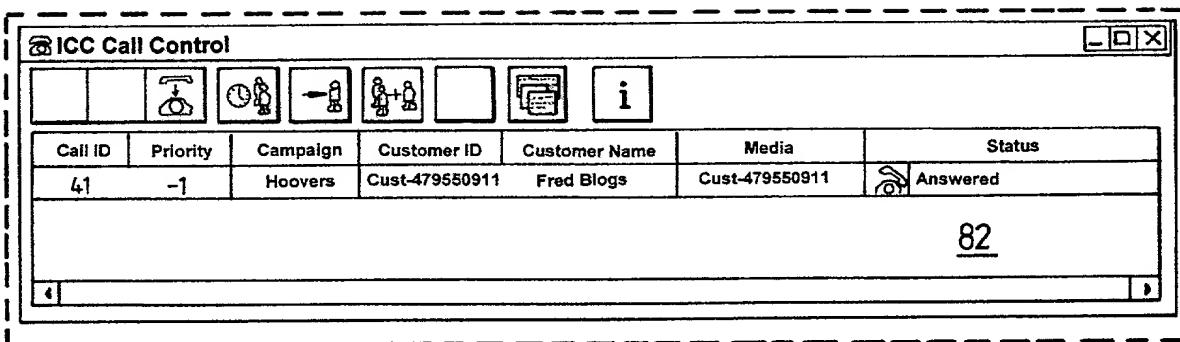


Fig. 15

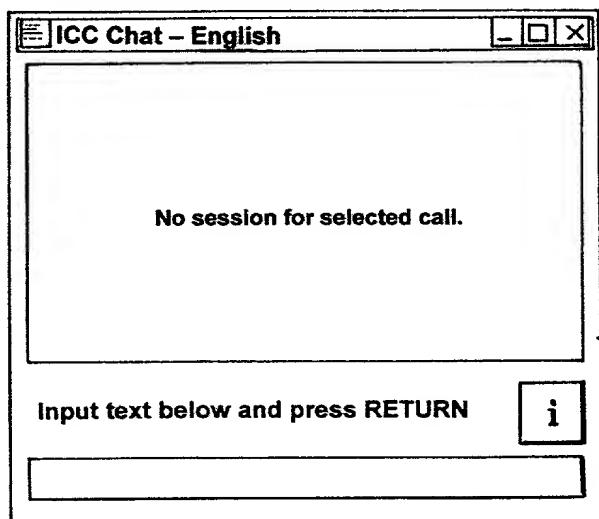


Fig. 16

85

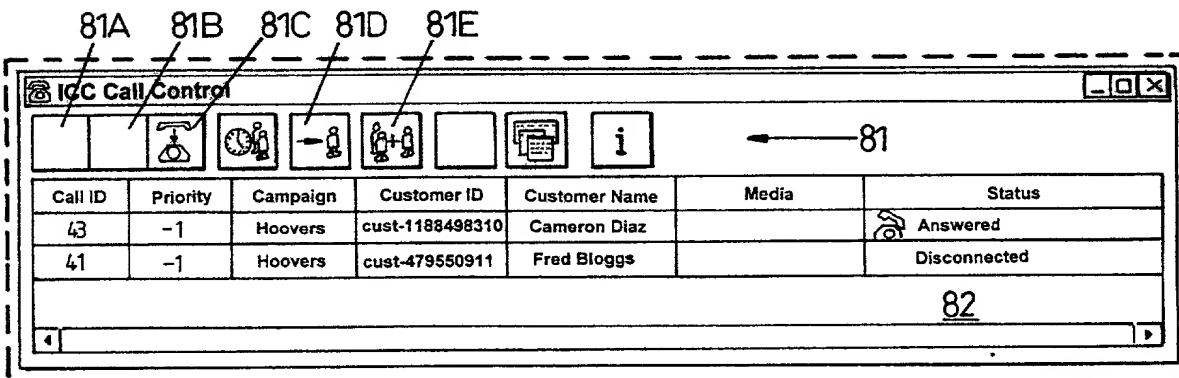


Fig. 17

Figure 18

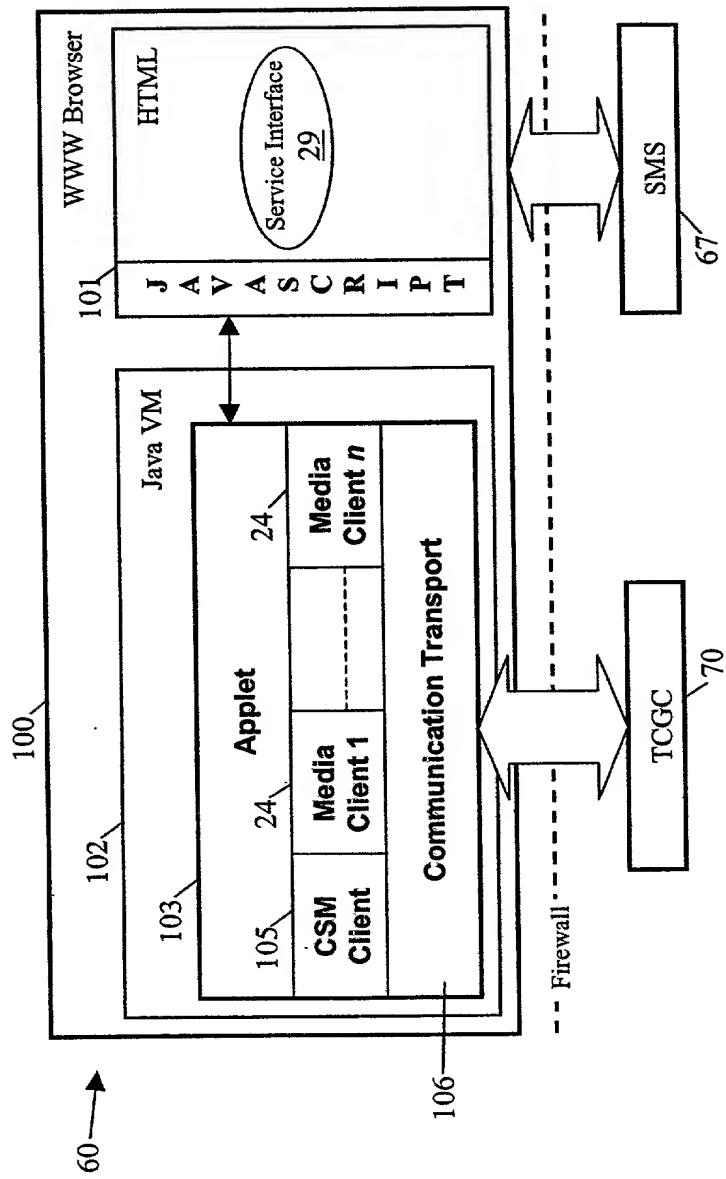
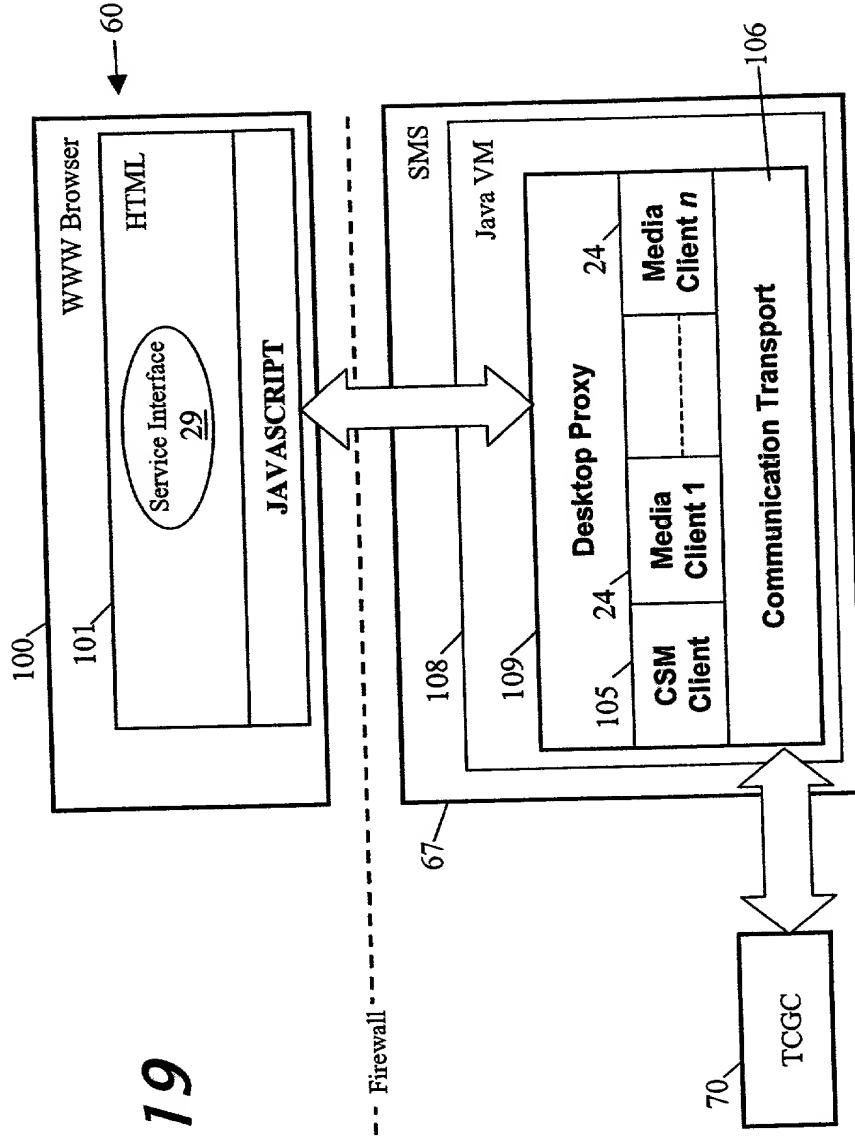
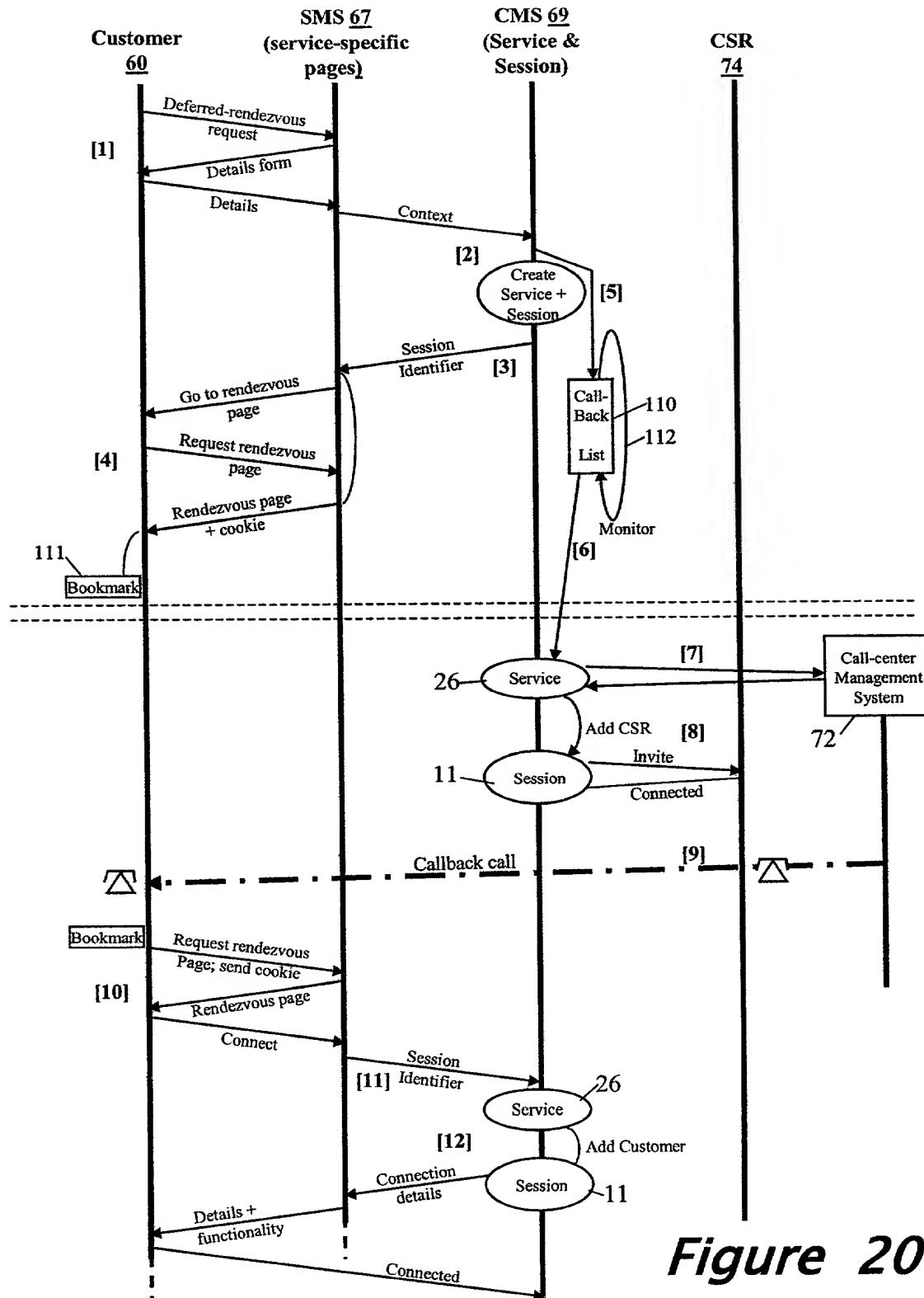


Figure 19



*Figure 20*

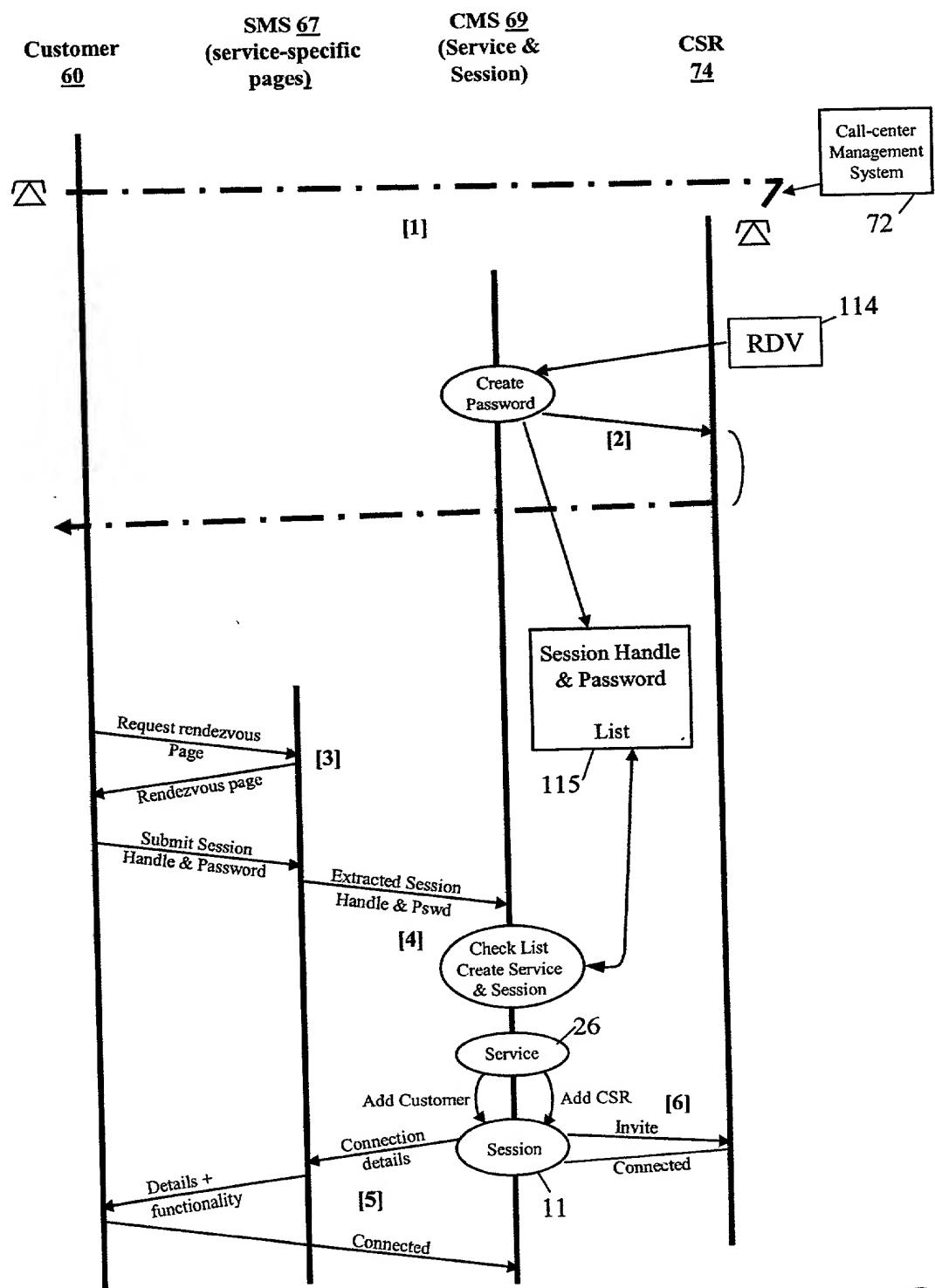
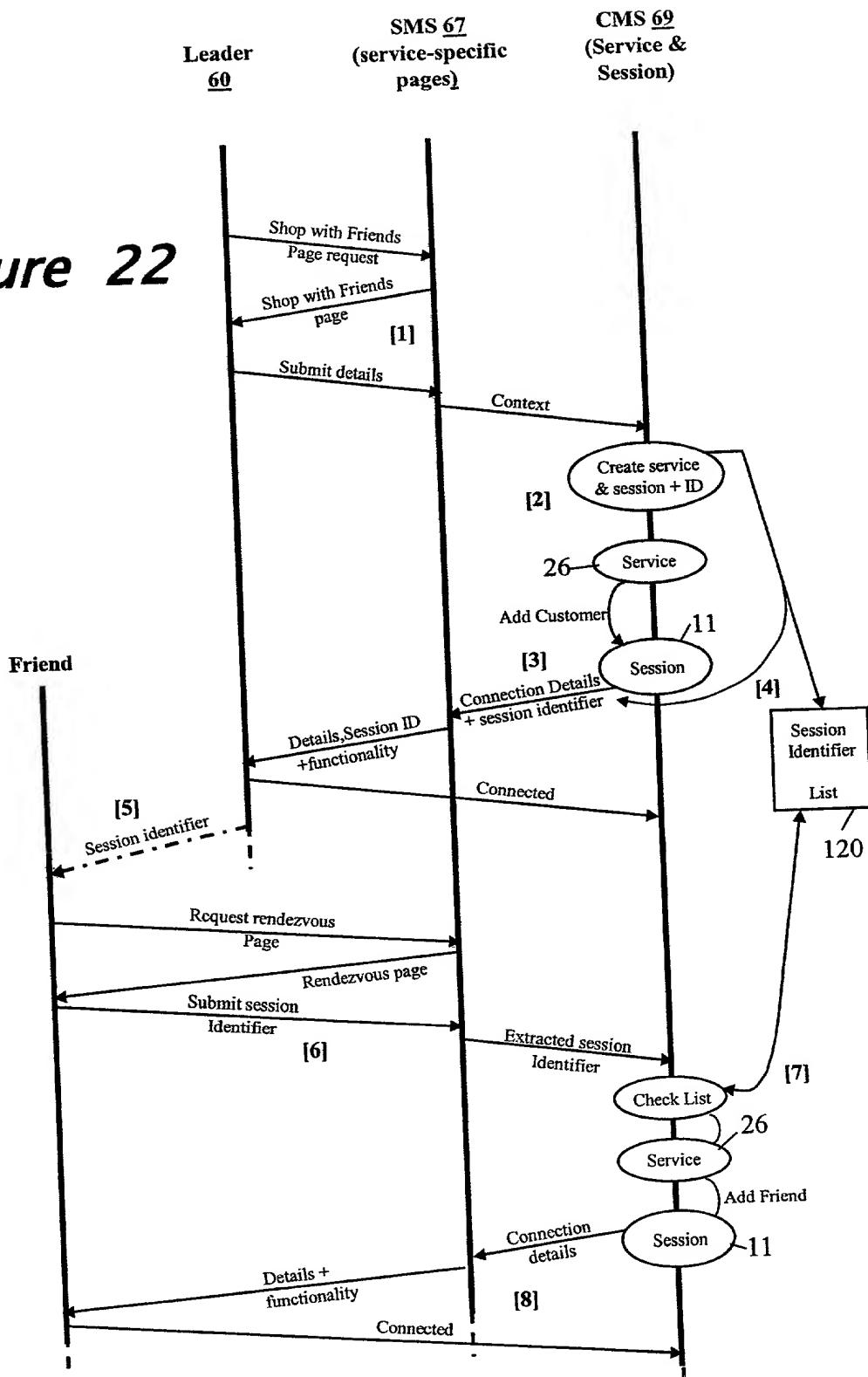
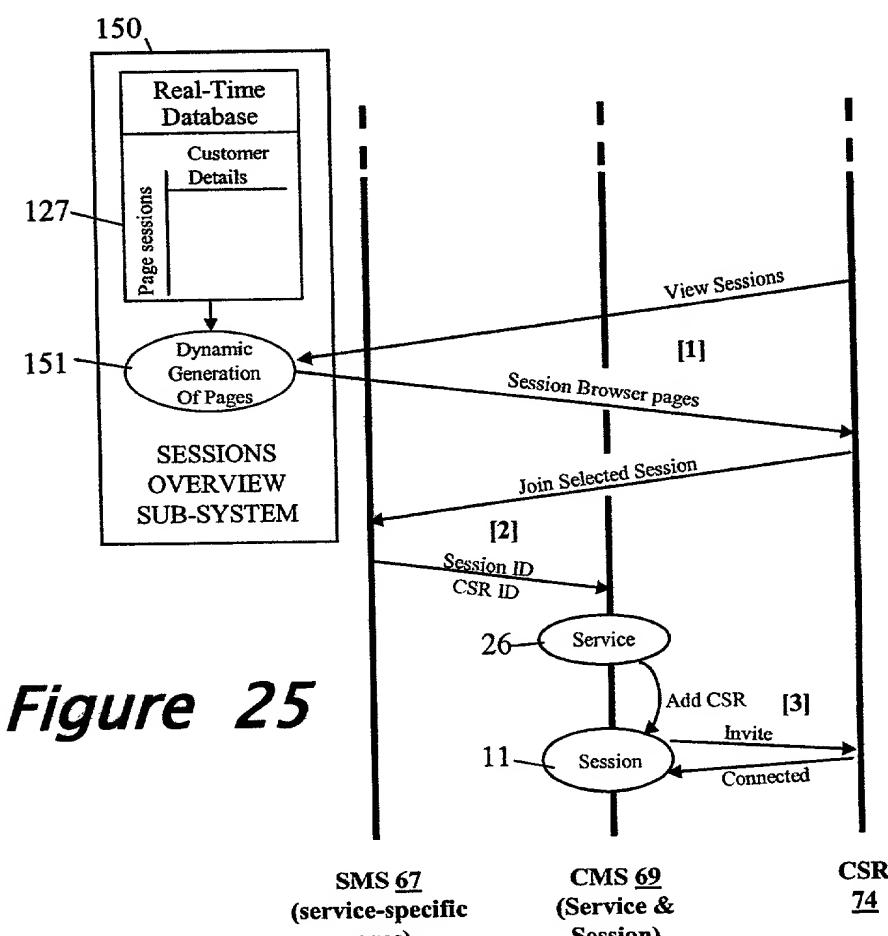
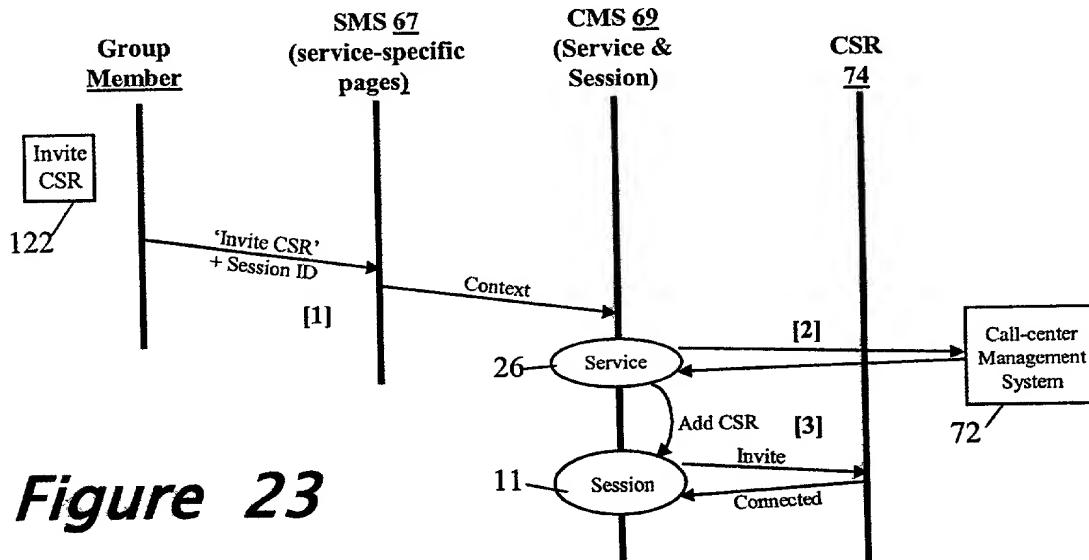


Figure 21

Figure 22





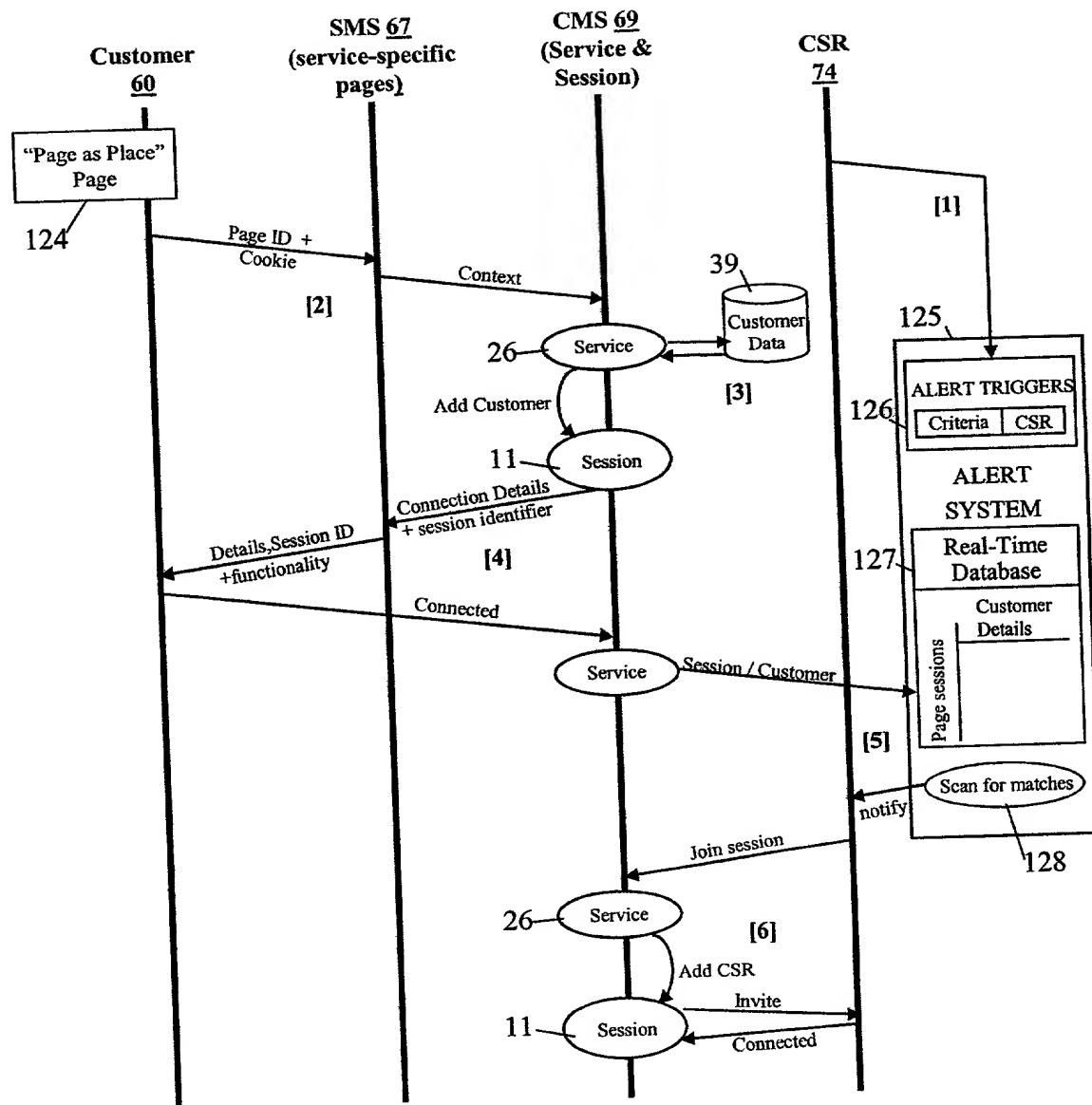


Figure 24

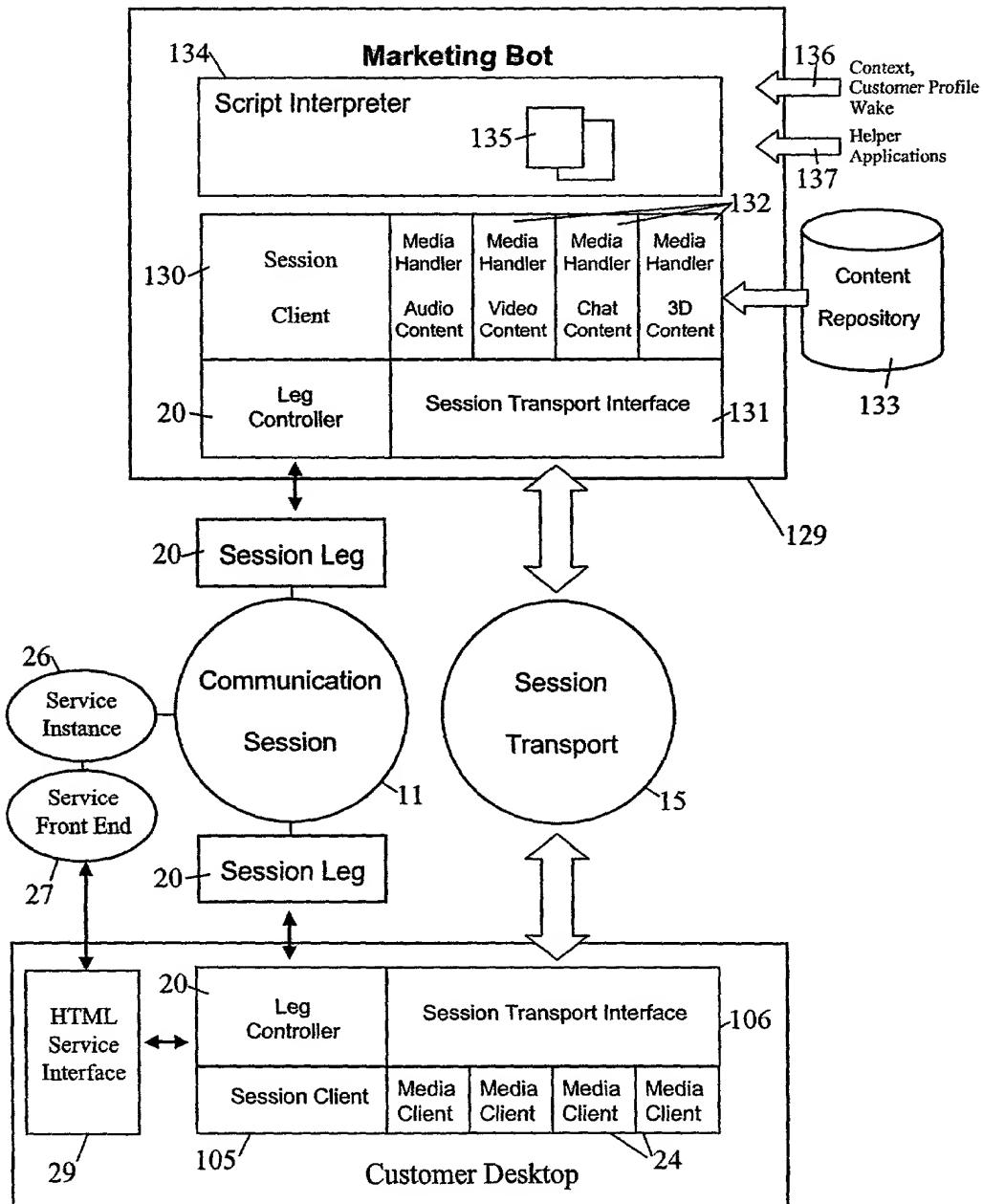


Figure 26

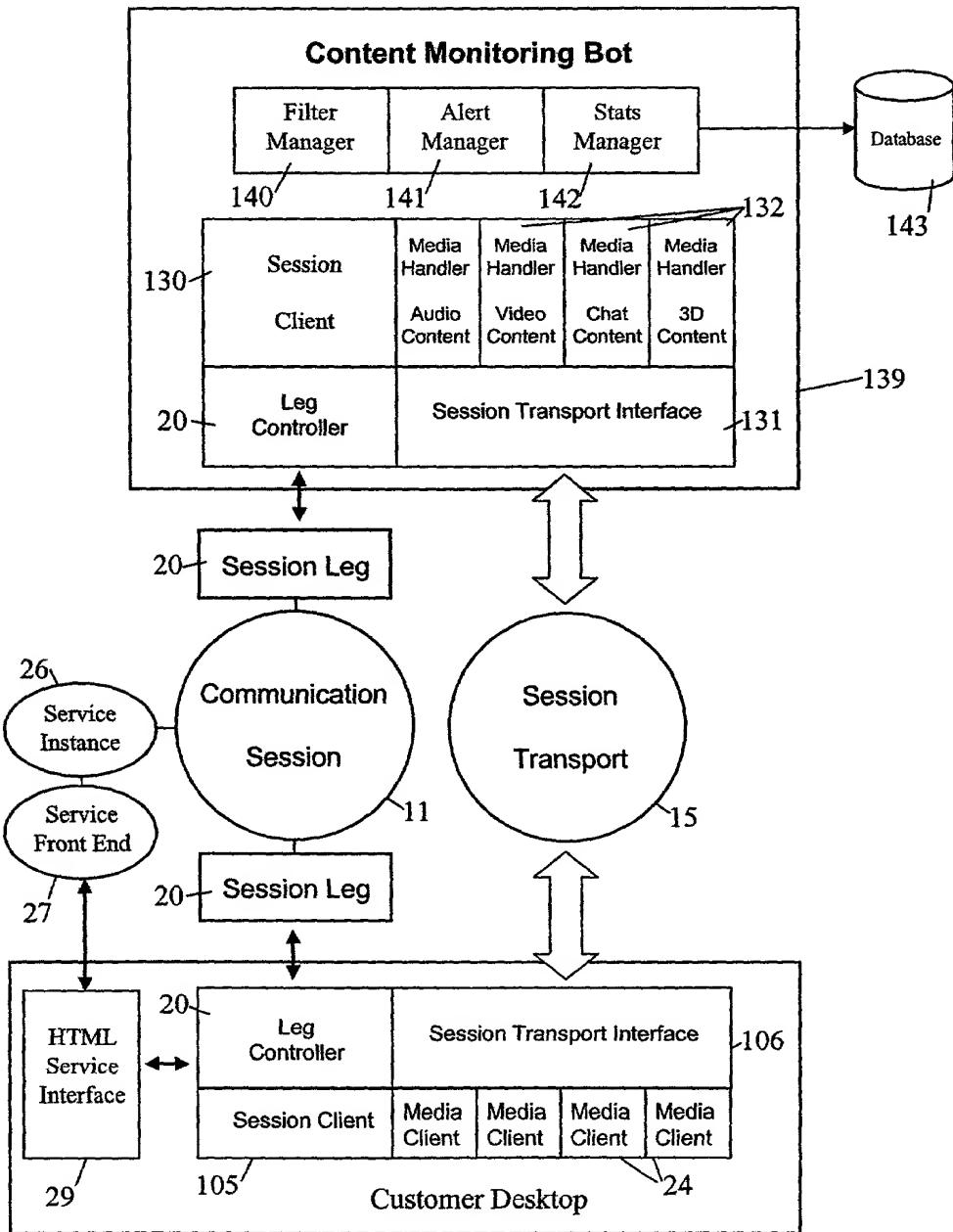


Figure 27